

Electronic Acknowledgement Receipt

EFS ID:	3295559
Application Number:	10602287
International Application Number:	
Confirmation Number:	1163
Title of Invention:	Method for managing resources in a multi-channeled customer service environment
First Named Inventor/Applicant Name:	Romelia H. Flores
Customer Number:	40987
Filer:	Richard A. Hinson/Sarah Scott
Filer Authorized By:	Richard A. Hinson
Attorney Docket Number:	BOC9-2003-0013 (383)
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Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$ 810
RAM confirmation Number	8343
Deposit Account	500951
Authorized User	

The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:

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File Listing:

Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
1	Request for Continued Examination (RCE)	6169-383_RCE_05132008.pdf	181110 a776c1597104ca1b1d8c1d55d5dc9ab3d72a65d3	no	1

Warnings:

This is not a USPTO supplied RCE SB30 form.

Information:

2	Fee Worksheet (PTO-06)	fee-info.pdf	8212 f1af4b1916c7150af61d4d005a52e71393442a7f	no	2
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Warnings:**Information:**

Total Files Size (in bytes):	189322
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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.